

Service in Action

Vol 1. Issue 3

Customer Bulletin

Summer 2006

You've Asked For It - And Now It's Here!

Over-the-Counter Plan Review For Commercial TIs



In response to customer needs, Scottsdale has implemented a new service.

As of Monday, July 3rd, the City of Scottsdale is processing Commercial Tenant Improvements (TIs) using a three-tiered process that will allow two specific types of TIs to be reviewed, and permits issued, either the same day or within 15 days of submittal. Our intent is to provide an improved level of customer service, while at the same time seeing to it that the project is in compliance with applicable codes and ordinances.

The table below identifies the review timelines, applicable criteria, and who to ask for when you come into the One Stop Shop with your plans.

Thank you for participating in this new customer service. Please remember to fill out a Customer Feedback Card and let us know how you like the service.

Any suggestions that will enhance this service are appreciated and welcome.

More information available online at: www.scottsdaleaz.gov/bldgresources/ti.asp

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In This Issue:

- New Services / Processes
- Staffing Changes
- Customer Alerts
- Service Enhancements
- FY 05/06 Accomplishments

This bulletin includes a quick listing of programs/services, which may assist you in submitting/processing plans with the City of Scottsdale.

Please take a minute to send us an e-mail letting us know how can we better serve your needs and what type of information would be useful to you. E-mail: planninginfo@scottsdaleaz.gov.

Thank you for your time and input.

Counter Plan Review	15-Day TI Review	Standard TI
Reviewed while you wait	15 calendar days	30 calendar days
1,500 sq ft MAX Group B or M occupancy ONLY Single-story, non-structural No use changes Do not require a Use Permit Little or no exterior work*	3,500 sq ft MAX Groups A, B, E or M occupancy ONLY No use changes Do not require a Use Permit Little or no exterior work*	TIs that do not qualify for either the over-the-counter or 15 day review
Ask for a Counter Plan Reviewer	Ask for a Counter Services Rep	Ask for a Counter Services Rep

*Other than roof mounted equipment that is fully screened.



New Inspections Card



Starting June 1st, the city began using a new inspections card. The card was redesigned into a tri-fold 11x17, which allows:

- increased space for inspection descriptions,
- a visual connection between the sign-off table and the descriptions,
- inclusion of the phone number and web site address for automatic inspection scheduling, and
- addition of development related fire inspections.

The card had not been redesigned in 20+ years and was so crowded that it was hard for customers to read, and many were not even aware that the descriptions were included on the back of the card. We hope the changes will make life in the field a little bit easier.

An Easy Way to Have Your Say

The Current Planning Division has unveiled a new e-mail address to make it easier for residents and property owners to comment on projects currently in the public hearing process.

For development cases appearing before the Board of Adjustment, Development Review Board, Planning Commission, or City Council, send your feedback to:

ProjectInput@ScottsdaleAZ.gov

Comments and questions sent to this new e-mail are automatically forwarded to the appropriate staff and a copy placed in the case file as public record; this correspondence will then be included in the staff report when received prior to printing deadlines. The inbox is monitored throughout the day to ensure that all time-sensitive materials are addressed as quickly as possible.

This e-mail address is a valuable, easy to use, communication tool for expressing neighborhood concerns and/or support for development projects.

New Fees Effective July 1st

New fees were implemented on July 1. Development fees generally went up by 2%, rounded up to the nearest dollar; in contrast, sign permit fees were reduced. New fire plan review and permit fees also went into effect.

Water and sewer fees have been restructured this year to more accurately reflect infrastructure costs. In southern Scottsdale, where infrastructure is in place, fees went down; in other areas fees were increased.

The new fee sheets, and a presentation explaining the new water and sewer fee structure, are available online at www.scottsdaleaz.gov/bldgresources/fees/.

Pre-Applications Process Revisions Increases Efficiency, Decreases Time

To improve customer service, the initial pre-application process has been adjusted to allow:

- Initial staff review within a week
- Initial meeting with applicant approximately 10 days following initial staff review

For more information, go to:

www.scottsdaleaz.gov/bldgresources/devprocess/

Expanded Use of Staff Approval Process

In conjunction with the pre-application changes, staff are expanding their use of the Staff Approval process.

For Design Review applications, staff will determine come minor projects as a staff approval in lieu of the formal Development Review Board (DRB) hearing.

Staff approved projects will still appear before the DRB as a Study Session item. Approval letters will be issued after the DRB hearing.

Process Flowcharts Updated

To reflect the most recent process changes, as outlined above, the flowcharts cases to be heard before the Planning Commission / City Council and Development Review Board have been updated. Find the new flowcharts online at:

www.scottsdaleaz.gov/bldgresources/flowcharts/.

Need Water Pressure Information?

Contact your engineer (not Water Operations staff) as there are many variables involved with making this determination.

2005/2006 Achievements

Expanded service delivery to provide more direct efficient case review for development requests

- Current Planning restructured into three geographic areas so staff has more familiarity with issues/concerns in north, central and south Scottsdale
- Modify pre-application process so that initial assessment occurs within one week
- Hired a new director to oversee long-range planning efforts including coordinating of the Zoning Ordinance update
- Provide planning support at the Pima North Neighborhood Resource Center

Supported citywide economic vitality efforts

- Downtown revitalization, including the Waterfront, the W Hotel, Optima, Riverwalk, and numerous smaller redevelopment projects
- SkySong concept plan review and public hearing coordination
- Stacked 40's/One Scottsdale infrastructure preparation and preliminary plan review
- Review and processing of Major General Plan amendments including the former Rawhide and Dial properties

Enhanced customer service via electronic services including

- Development of 'My Neighborhood' web site
- Expanded digital plan review process to include tenant improvements
- New alphabetical listing of department's forms (more than 300 available)
- E-application for single, family, multi-family, commercial, civil and tenant improvements (provides processing time savings)
- Online fee estimating tools
- Home improvement center online

Expanded One Stop Shop services to cater to homeowners and small businesses who are not familiar with the development process

- Planning Services team added to One Stop Shop counter support (to address questions related to zoning, setbacks, etc.)
- Over-the-counter Plan Review team added an additional reviewer to provide expedited review for small residential and tenant improvement projects
- Development and distribution of three home improvement books that provide easy-to-use guides for landscaping, home renovation, and green building practices

Implemented a process to provide predictable building plan review

- Completed plan reviews on established timeframes 98% of the time
- Implemented new inspections procedures to verify building heights, protection of natural area open space, and appropriate drainage

Goals for this next fiscal year:

- Bring Long-Range Planning division back to full strength
- Initiate major text amendment to support revitalization initiatives and ensure zoning ordinance reflects community goals and expectations
- Develop Planned Unit Development Zoning
- Prepare and adopt updated subdivision regulations
- Update Downtown Plan and Airport Strategic Plan
- Initiate process to update the General Plan, so that it reflects policies and goals of the updated Transportation Master Plan

Revised Process For Fire Plan Submittals

The City Council approved new fire plan permit fees as part of the operational costs being implemented for the Scottsdale Fire Department. The city has also implemented new processes for fire plan submittals.

It is important to note that **fire plans do not require any up front fees** and can continue to be processed/dropped off at the Records Counter (7447 E. Indian School Rd.) Pick up fire plans at Records when no fee is required.

Plans that are not part of an active building permit require payment of permit fees when the approved plans are picked up. Any fire plans that require payment of permit fees will be identified with a red paper wrapped around the approved plans **and must be processed at the One Stop Shop.**

A permit fee of \$67 is required for the following plan submittals (only applies when plans are not accompanied by an active permit):

- Fire Sprinklers - Residential
- Fire Sprinklers - Commercial
- Fire Alarms
- Hood System - Commercial

A permit fee of \$67 is also required for LPG tank installations (processed at the One Stop Shop).

Fire Fees Available Online

Scottsdale Fire Department Fees Schedule approved by Council is now available online at:

www.scottsdaleaz.gov/BldgResources/Fees

Using a Courier Service for Plan Processing?

Plans may not be dropped off without the attending courier or other messenger following the standard plan submittal process. Plans will not be accepted otherwise.

Couriers utilized to submit or pick up plans must sign in with the One Stop Shop receptionist, be placed in the wait queue, and will be called by the next available Development Services Representative.

All customers (including couriers) are provided service on a first come/first serve basis, and wait times may vary from 15 to 30 minutes, depending on the number of customers awaiting service.

Submitting or Picking Up Plans? Please Arrive Before 4PM

In an effort to provide service in a timely manner, if you are submitting or picking up plans, please arrive at the One Stop Shop reception desk between the hours of 8:00 a.m.-4:00 p.m. (9:00 - 4:00 p.m. on Wednesdays).

If you arrive later than 4:00 p.m., you may be asked to return the next business day to retrieve your plans and conduct your business.

If you are picking up larger plans, please arrive by 2:00 p.m. to allow enough time to process.

Did you know?

Scottsdale has a new official population number, based on the 2005 Mid-Decade Census: 234,752.



The Maricopa Association of Governments names Principal Planner Don Hadder as Outstanding Professional.

The Maricopa Association of Governments recently released the names of the seven partnerships and individuals who have been selected to receive the 2006 Desert Peaks Awards.

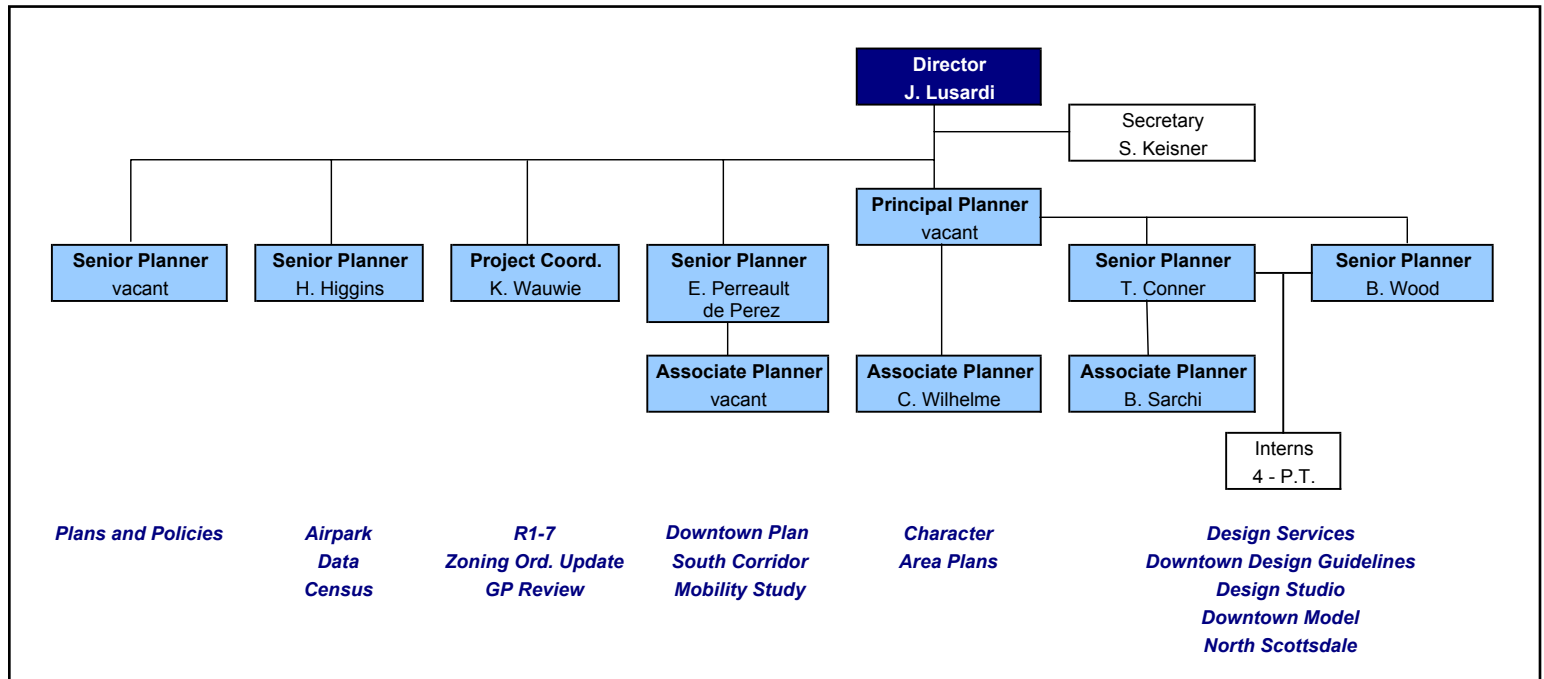


Scottsdale's Don Hadder, Principal Planner for the north region, was recognized as Outstanding Professional.

The prestigious awards are presented to those agencies and individuals who have demonstrated a commitment to promoting, recognizing, and attaining the ideals of regionalism. Recipients were honored during the Seventh Maricopa Association of Governments Desert Peaks Awards on June 28, 2006.

For more information, visit: <http://www.mag.maricopa.gov>

Advanced Planning, Policy & Design Division



Long Range Planning Team Reorganized, Refocused, & Renamed

The Planning & Development Services Department is bringing its Long Range planning division (now titled Advance Planning) back to full strength -- which includes hiring a new director, adding staff and identifying key projects, such as:

- **Initiating major text amendment** to support revitalization initiatives and ensure zoning ordinance reflects community goals and expectations,
- **Exploring feasibility of changing zoning ordinance** to create Planned Unit Development district,
- **Preparing / adopting updated subdivision regulations**, and
- **Initiating update of the General Plan**, so that it reflects policies and goals of the updated Transportation Master Plan.

Initiatives of the New Advanced Planning Team Planned for Fall/Winter

- *Preparing Strategic Plans for the Airpark and Downtown areas.*
- *Continuing strategic investments in the revitalization of southern Scottsdale and updating outdated residential zoning standards.*

These initiatives will require extensive community and staff input from various departments.

Issues for southern Scottsdale revitalization include: updating zoning development standards, non-conforming uses, walls and fences, definitions, carport conversions, setbacks, accessory buildings, and corner lots.

Planning Commission review of these plans is tentatively planned for September and October of this year, with City Council to follow.

Department Contacts

Customer Relations

480-312-7800
planninginfo@scottsdaleaz.gov

Advance Planning, Policy & Design

480-312-7990

Current Planning Services

480-312-7000
projectinout@scottsdaleaz.gov

Plan Review

480-312-7080

Permit Services/One Stop Shop

480-312-2500

Inspections & Land Survey

480-312-5750

Records

480-312-2356

We're Hiring!

Check our web site frequently for new postings:

www.ScottsdaleAZ.gov/Jobs

Researching Case History?

Complete Case File contents for recently approved cases are now available online through our Case File Search. The case file contents are scanned post-approval and are then made available online. Search for records is available for the past several years,
<http://eservices.scottsdaleaz.gov/cases/>.

Building Envelope Diagram

The city receives a number of calls each month asking for assistance in calculating buildable area for vacant parcels in ESL areas. To assist those customers looking to build on these lots, the city has created a diagram that illustrates which factors affect a lot's Building Envelope. From setbacks, easements, and natural features, click each layer and watch how it affects the space available for construction.

Find it online at www.scottsdaleaz.gov/BldgResources/setbacks.asp.

Overview of Scottsdale Planning Processes

The Planning & Development Department has developed an overview of the city's planning & development process that explains how development requests are reviewed; the regulatory and policy guidelines used to review requests; and the process for getting things built.

The website, www.scottsdaleaz.gov/BldgResources/DevProcess/Training/, highlights this process overview via powerpoint and related handouts that include the following topics:

- 1) What is planning?
- 2) General Plan and Annexations
- 3) What is zoning?
- 4) Design Review
- 5) Engineering and Technical Plans
- 6) Building plans
- 7) Getting things built

2005 Aerial Photos Now Available

Aerial photos flown in 2005 are now available on the city's online digital map center at <http://eservices.scottsdaleaz.gov/dmc/>.

Aerials from 2002 and 2003 will remain online for at least another year. For older aerials, copies can be purchased from our Records counter.

Over 400 Planning & Development Services Forms Available Online

To assist customers in accessing forms/checklists needed for submittal of development and/or construction projects, the city now has more than 400 forms listed alphabetically for easy retrieval. New documents are added regularly as we work towards a goal of 100% online availability.

www.scottsdaleaz.gov/bldgresources/forms/.



My Neighborhood

www.scottsdaleaz.gov

A snapshot view of most activity that typically occurs in neighborhoods (development requests, building permits, code enforcement notices, and reported crime). Six months of activity is shown, and can be viewed as a list or as a map. For development related information, click to view case fact sheets and plan/permit status reports.



Home Improvement Center

www.scottsdaleaz.gov/bldgresources/myhome/

Find out what you need to know before you begin home improvements, submittal guides, and city approval processes.



Homeowner Resources

www.scottsdaleaz.gov/bldgresources/homeowner/

Home ownership and maintenance tips, classes, and workshops. Also available: hot topics, helpful tidbits, and frequently requested information.

Zoning Ordinance Updates

The following currently proposed zoning ordinance changes:

- **1-TA-2006** (private school spacing)
- **2-TA-2006** (side yards in ESL)
- **4-TA-2006** (aircraft in residential districts)
- **5-TA-2006** (restrict non-residential uses in residential districts)
- **6-TA-2006** (minor amendments to ESL)
- **7-TA-2006** (definitions update)

Case fact sheets for proposed text amendments are available on the city's web site: www.scottsdaleaz.gov/codes/Zoning/update.asp.

Three Major General Plan Amendments Submitted for Review in 2006

Per State legislation, major land use changes are relegated to one specific timeframe during each calendar year and require comprehensive public involvement programs.

The city has received three submittals for the 2006 review cycle: 4-GP-2006, 5-GP-2006 and 6-GP-2006.

General Plan amendment web site: <http://www.scottsdaleaz.gov/generalplan/amendments/>.

2006 Design Standards & Policies Manual Update

This years DS&PM Update will be sent to the printers sometime early August. Significant changes throughout mean a whole new book. Look for it online at www.scottsdaleaz.gov/design/dspm/.

Scottsdale Aerials Only a Click Away

City provides easy-to-use digital maps via CD and web site

Scottsdale has released its 2006 "City on a Disk" compact disc (CD) with aerial photos of the city and surrounding areas, over 250 square miles, flown in November 2005.

The CD, which sells for \$25, is available at multiple city locations including:

- Records Counter, the One Stop Shop (first floor of One Civic Center, 7447 E. Indian School Rd.),
- Citizen Service Centers citywide, and the
- Inspection Services Administration Office (9191 E. San Salvador).

The CD provides perspectives that range from a bird's eye view of neighborhoods to an aircraft view, thousands of feet overhead. Maximum resolution is 2 feet per pixel - sharp enough to see the general features of a typical residential lot.

Simple viewer programs are included on the CD for computers running Windows and, for the first time, Mac OS X/Safari.

As a value-added resource, the CD also includes sample data from Scottsdale's internationally recognized Geographic Information Systems (GIS) division, Scottsdale's General Plan document, Planning and Design Policy Cards and Scenic Corridor Design Guidelines. Using GIS software, you can create and view maps that combine the citywide image with information such as streets, zip codes, school districts and more. All software, documents, and other data are easy to download and install.

In addition to the "City on the Disk" CD, Scottsdale offers an internet-based Digital Map Center, on the city's web site at: <http://eservices.scottsdaleaz.gov/dmc/>

The Digital Map Center provides access to the following maps:

Aerials	Water/Sewer	Bond Project 2000
Right-of-Way	ESLO maps	locations
Crime Maps	Flood Zone	My Neighborhood
Zoning	Topography	

The "City on a Disk" and Digital Map Center are featured in a brochure titled, "A Citizens Guide to Digital Maps" available at the Planning and Development Services Department or by calling (480) 312-2647.

Bill Kern, GIS Data Services, (480) 312-7951

Lila Madden, Records Manager, (480) 312-7073

Defensible Space Protects Your Home from Wildland Fire Danger



Scottsdale Fire Officials are anticipating a significant potential for wildland fires, which are fed by dried grasses and flash fuels. **Preventative actions must be taken AND Natural Area Open Space (NAOS) must be protected.**



Land that is designated NAOS must be preserved in its natural desert state and remain free of obstruction. Typically, NAOS maintenance is limited to the removal of man-made debris and parasitic plant growth. The *exception* to this rule is the maintenance recommended for wildland fire protection.

Creating a well-maintained, live vegetation zone prevents damage to structures in case of wildland fires. This "Defensible Space" acts as a fire break, and should contain only small brush and groundcover to prevent a continuous path of flammable materials leading to inhabited structures.

Specific Preventative Actions Recommended

Maintain a 15-foot zone around your home; thin dead and down vegetation, perennial grasses and overgrown bushes; remove dead branches or branches touching the ground. Thin another 15 feet for maximum protection.

Top Tips for Fire Prevention

- ☐ Consistently monitor Defensible Space for maximum fire prevention.
- ☐ Remove flash fuels such as dead grass (Do NOT remove live native plants from NAOS).
- ☐ Trim trees within the 30-ft Defensible Space, so the canopy is not touching the ground; remove any dead branches or leaves.
- ☐ Trim grass and foliage around trees.
- ☐ Keep gutters, eaves and roof clear of leaves and other debris.
- ☐ Do not stack wood or other flammable materials within the 30-ft Defensible Space.
- ☐ Keep a rolled up garden hose with a nozzle attached to an outside hose valve connection.
- ☐ No smoking allowed in NAOS.



Coincide your brush clean up with the solid waste brush collection schedule in your area - unless you plan to haul it away yourself. For the removal service schedule and Do's and Don'ts guidelines, visit www.scottsdaleaz.gov/Recycle/BrushGuidelines.asp.

Building Contractor Alert

Keep the construction site safe and free of combustible materials.

- Limit welding & cutting to cleared areas
- Remove all flammable products & flash fuels
- Maintain the building envelope as a Clear Zone and thin an additional 30-ft to provide adequate Defensible Space
- Do not stack combustible construction materials in Defensible Space.

Contractors found negligent in maintaining a safe building environment are responsible for damages via fines and/or criminal citations for the cost of providing fire protection services and for property loss. (Ord. 3507, Section H124).

Schedule a wildland safety inspection by calling Scottsdale Fire Department at (480) 312-FIRE.



Customer Relations Office

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